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RECEIPT

February 25, 2003

Anthony Dale
Federal Communications Commission
455 12th Street, S.W.
Washington, DC 20554

RECEIVED - FCC

FEB 25 2003

Federal Communication Commission
Bureau / Office

Dear Mr. Dale:

Enclosed, pursuant to Condition V, Paragraph 16 and Attachment A of Appendix D to the order approving the merger between Bell Atlantic and GTE ("Merger Order") are Verizon's performance measurement results for January 2003. We are providing you with disks containing ASCII files of the results in the format you requested. An additional disk provides two reports that were requested by CCB staff. One report summarizes the voluntary payments for Performance Plan Years 1 and 2 through the December 2002 performance month by state and the other report provides a summary by metric for the same time period.

Individual CLEC results for both the former GTE states and Bell Atlantic states are available on the web site. These CLEC-specific reports should be treated confidentially in accordance with the terms of the Merger Order, Appendix D, Attachment A, ¶ 1.

In a few instances, the measurements reported do not precisely match the definitions stated in Attachments A-2a and A-2b. The Attachment to this letter describes those instances in which there are variations.

If you have any questions, please do not hesitate to call me.

Sincerely,

Attachment

Without Confidential Enclosures

cc: M. Stephens (With Confidential Enclosures)
E. Becker (With Confidential Enclosures)

January 2003**Definitional Status for Performance measures:**

Certain issues affect months previously reported, as noted below.

East States:**PR-4 Missed Appointments**

Product	Month(s)	Comment
Retail PRI ISDN PR-4-01	July 2002 – October 2002	Issue previously documented in the 11/25/02 cover letter incorrectly stated that a correction was completed with the November 2002 data month. Process was corrected with the December 2002 data month.

OR-1 Order Confirmation Timeliness**OR-2 Reject Timeliness****PR-4 Missed Appointments****PR-5 Facility Missed Orders****PR-6 Installation Quality****MR-2 Trouble Report Rate****MR-4 Trouble Duration Intervals****MR-5 Repeat Trouble Reports**

Product	Month(s)	Comment
Trunks OR-1-12, 2-12 MR-2-01, MR-4-07, MR-5-01 PR-4-01, 4-02, PR-5-03, PR-6-01 (DC, DE, MD, NJ, VA, WV)	March 2001 – June 2002	Issue previously documented in the July 25, 2002 cover letter incorrectly included Maine and New Hampshire as affected states.

MR-2 Trouble Report Rate**MR-3 Missed Repair Appointments****MR-4 Trouble Duration Intervals****MR-5 Repeat Trouble Reports****PR-6 Installation Quality**

Product	Month(s)	Comment
Retail POTS MR-2-02, MR-2-03, MR-3-01, MR-3-02, MR-4-08, MR-5-01, Numerator: PR-6-01	July 2002 - January 2003	Retail Comparison for Resold xDSL, UNE 2 Wire Digital and UNE 2 Wire xDSL was incorrect because it excluded some unknown CLEC lines and included affiliate data. Process will be corrected with the February 2003 data month.

Product	Month(s)	Comment
Trunks MR-2-01, MR-4-07, MR-5-01, PR-6-01 (fGTE VA)	June 2002 - December 2002	Some fGTE VA trunks were not correctly categorized as Retail, CLEC Specific or CLEC aggregate. Process was corrected with the February 2003 data month.

PR-3 Completed within Specified Number of Days**PR-4 Missed Appointments****PR-5 Facility Missed Orders****PR-6 Installation Quality****MR-2 Trouble Report Rate****MR-3 Missed Repair Appointments****MR-4 Trouble Duration Intervals****MR-5 Repeat Trouble Reports**

Product	Month(s)	Comment
All PR-3, PR-4, PR-5, PR-6, MR-2, MR-3, MR-4, MR-5	June 2002 - January 2003	Sampling error and Z-statistics were not reported for parity counted measures with large samples and better performance. Process will be corrected with the February 2003 data month.

BI-2 Timeliness of Carrier Bill

Product	Month(s)	Comment
All BI-2-01 (fGTE VA)	June 2002 - December 2002	Some final bills were not included in the metric calculation. Process will be corrected with the January 2003 data month.

NP-1 Percent Final Trunk Group Blockage

Product	Month(s)	Comment
Trunks NP-1-04 (MD, DC, WV)	June 2000 - December 2002	Some reciprocal trunks were incorrectly excluded from the CLEC-Aggregate and CLEC-Specific reports. Process was corrected with the January 2003 data month.

West States:**PO-1 OSS Interface Availability**

Product	Month(s)	Comment
Resale All PO-1-02, PO-1-03, PO-1-04, PO-1-05, PO-1-09 (HI)	February 2002 - October 2002 , December 2002	Some CLEC activity was overstated due to a table error. Process was corrected with the January 2003 data month.

MR-2 Trouble Report Rate

Product	Month(s)	Comment
Retail Specials Denominator MR-2-01	July 2000 - October 2002	Issue previously documented in the 11/25/02 cover letter incorrectly stated that a correction was completed with the November 2002 data month. Process was corrected with the December 2002 data month.